

# MARIO ZAMUDIO

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## PROFESSIONAL SUMMARY

I am an electronic engineer with 23 years of experience in telecommunications. I specialize in configuring, implementing, testing, and supporting complex solutions for major carriers. Over the last decade, I have transitioned into a Solution Architect, focusing on provisioning, charging control, and analytics while solving complex problems and leading technical teams with strong attention to detail.

My main goal is to deliver creative results that meet customer expectations and tackle challenges effectively. I can analyze client needs, review technical specs, define configurations, design solutions, plan projects, document testing procedures, and guide technical teams. I can also deploy solutions and integrate with third-party applications, facilitate go-live processes, and offer ongoing support.

## PROFESSIONAL EXPERIENCE

### Solution Architect Telecommunications

May 2010 – Oct 2024

#### Hewlett Packard Enterprise

Colombia

Leading implementations in the telecommunications project life cycle, including presale, sales, requirements analysis, solution design, implementation, deployment, and support. This involves using products from our catalogue and partners' solutions while building strong relationships with stakeholders.

#### *Key Accomplishments:*

- Implementing data analytics solutions to personalize marketing campaigns based on real-time location (columnar databases, clustering, R libraries, real-time protocols). This innovation reduced the time needed to gather information and expose campaigns from 10 days to 2 minutes.
- Automated testing systems to validate releases and integrate with continuous deployment - Github, Ansible, Jenkins, Jmeter, Soapui, Postman - improving the execution time of testing deploying and support from 10 days to 1 day, using Agile Methodologies (SAFe, SCRUM)

#### *Customers/Carriers:*

ETB Colombia, Movistar Colombia, Tigo Colombia, Claro Colombia, Claro Ecuador, Claro Perú, AT&T México, Bell Canada.

### Technical Consultant

Mar 2008 – May 2010

#### Indra

Colombia

Implementing Enterprise Application Integration (EAI) through **Service Oriented Architecture (SOA)**, using Siebel and TIBCO products to deploy the CRM project based on Java Applications, scripting and Oracle Databases.

#### *Key Accomplishments:*

- Engaging with platforms and translating technical details is essential for converting customer requests into actionable commands. This ensures backend services are managed according to the TM Forum's SID standard. Consequently, the provisioning system reduced the time to enable services for basic home customers from 15 days to just 2 days, streamlining the sales to the installation process.

### System Analyst

May 2005 – Mar 2008

#### Tigo

Colombia

Gathering the company's requirements for mediation, defining optimal solutions, and implementing new requirements. Additionally creating satellite applications in different coding languages (Java, Perl, Shell, C++) to integrate platforms to address issues beyond the core solutions, and to support the data flow with other business and operational areas in the company.

#### *Key Accomplishments:*

- Involved in migrating all rules, inputs, outputs, and transformations from the current mediation platform to a new vendor's platform. This six-month process included reverse engineering to document each component in detailed technical specifications.

**Technical Consultant**

**Jun 2004 – May 2005**

**Hewlett Packard**

**Colombia**

Developing a third-party payment platform to reconcile mobile network events with content providers. It was built using scripting and Java J2EE framework, and it features a server core for recording events in a database and a graphical user interface (Swing GUI and HTML) for clients to interact with processed information.

*Key Accomplishments:*

- The process to evaluate the payments before implementing this tool took weeks to complete, once this was implemented the process finished in hours.

**Developer**

**Dec 2002 – Jun 2004**

**Proyectos Compartidos**

**Colombia**

Developing as part of the team, different routines in Mainframe's banking using COBOL, scripting and Java using J2EE framework.

*Key Accomplishments:*

- Implementing a complex process using neural networks in Java, to calculate expected amounts used for each branch and ATM of the bank to define the distribution of money in the country.

## EDUCATION

**Master - Data Analytics:** University of Niagara Falls, ON, Canada.

2024-Expected 2026

*Key Accomplishments:*

- Receiving an academic performance scholarship and the recognition of an outstanding scholastic record for the 2024 Fall term and earning a place on the President's Academic Distinction List: This distinction is awarded to students who have achieved a minimum term average of 90%, or 4.00 GPA.
- Receiving an academic performance scholarship and the recognition of an outstanding scholastic record for the 2025 Winter term and earning a place on the President's Academic Distinction List: This distinction is awarded to students who have achieved a minimum term average of 90%, or 4.00 GPA.

**Specialist in Project Management:** University Santo Tomas, Bogota, Colombia

2009-2010

**Specialist in Mobile Telecommunications:** University Francisco Jose De Caldas, Bogota, Colombia

2003-2004

**Bachelor of Electronic Engineering:** University Nacional, Manizales, Colombia

1996-2002

*Key Accomplishments:*

- A thorough analysis of the campus network is essential for understanding system, user, and platform behavior. This examination will help us profile the network, recommend protocol enhancements, and identify bottlenecks and retransmissions, ultimately improving network performance and user experience.

## CERTIFICATIONS

- SCRUM Fundamentals: 810948| SCRUM Study. October 1, 2020.
- Safe 6 Product Owner/Product Manager: 87388141-3271| Scale Agile Framework (Safe). May 25, 2023.

## TECHNICAL SKILLS

- **Programming Languages:** Java, C++, Python, Cobol, Scripting, SOAP, JSON, REST, XML, HTML
- **Development Methodologies:** Agile Methodologies SAFe, SCRUM
- **Testing Tools:** JMeter, SoapUI, Postman, SpiraPlan, Testlink
- **Deploying Tools:** Ansible, Ant, Maven, Jenkins
- **Databases:** Oracle, MySQL, SQL Server, Access, Postgres, TimesTen, Vertica
- **Documentation:** UML, Plantuml, Google Docs, Confluence, Microsoft Office Suite
- **Operational Systems:** VOS, DOS, UNIX, Linux, Windows

## PROFESSIONAL MEMBERSHIP AND AFFILIATIONS

Colombian National Professional Council of Electrical, Mechanical Engineering and Related Professions

2010-Present

<https://www.consejoprofesional.org.co/>

## ADDITIONAL INFORMATION

**Skills:** Technical coaching, Cross-Team collaboration, teamwork, problem-solving, time management, project management, strategic planning, quality assurance, administrative operations, leadership, adaptability, creativity, communication, organization, willingness to learn, empathy, open-mindedness, integrity, dependability

Languages: Spanish Fluent, English Advanced